



Report from the Research Network Group - September 2016

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EuroFM Reports

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Education Network Group

Pekka Matvejeff, Chair



I have already said it in a previous report, but I will do it again. The role of the Education Network Group (ENG) within EuroFM is to facilitate an active education

network in Europe reflecting the integrated approach to FM education, research and practice; to assist educational institutions in drafting their FM curricula and set standards of FM

education in Europe; to encourage and facilitate student exchanges between EuroFM member universities; to encourage and facilitate an active sharing of knowledge and staff exchanges between the EuroFM member universities; and, to enhance internships with the FM industry and other FM-related organizations.

At the moment in many EuroFM member universities, emphasis is being placed on developing complex service processes when providing facility services. Observing end-user experiences and innovating new services or developing existing ones based on those observations is also one of the focal points of service design. The service design approach in an FM context is a visible trend at the moment in Europe and some universities have even included a service design philosophy into their FM curriculum. In fact, experience levels are starting to be identified instead of service levels (SLAs). Experience management is

also another hot topic among FM educators. Developments in the digital environment create endless opportunities for innovations in this field. Of course, this described development is only one focus within the FM industry.

All developments on the FM agenda can be easily put into practice at our EuroFM Winter and Summer Schools, where our students can work further on the issues through multidisciplinary development projects. Students often come up with innovative ideas and readily think outside of the box, whereas we “elderly professionals” are often stuck with traditions and biased thinking. I would like to invite all our members to utilize this expert potential of our students. Formulate your development ideas and bring them forward as projects for our upcoming EuroFM Schools. We can also find you a single university or a group of universities, which could tackle your challenges with their students. If you have any ideas or

requirements, get in contact with our Team Office and they will help you.

I am also very excited to meet our Latin American colleagues (CIFMers) in Madrid this September. As we all know, face-to-face-meetings in seminars and conferences are the essence of networking, matchmaking and collaboration. It is also a well-known fact that the FM environments and development phases are very versatile and diverse in Europe. To my understanding, this is the situation also within the countries of CIFMers. We should utilize this momentum in Madrid for the benefit of the global FM environment.

As a network and an institution, we are now in a very interesting and demanding phase that will extend over the coming years. Therefore, I would like to see as many of you as possible in Madrid this September. Bring all your innovative ideas and openly join the discussions for the benefit of our future FM world!

Looking forward to Madrid!

Practice Network Group

Renske van der Heide, Chair



On June 9 at 9am, the votes were in and it was official, I would be the new Chairperson of the Practice Network Group!

During the General Members Meeting

in Milan, I shared what I would like to achieve:

- Closing the gap between research, education and practice, and
- Bringing national FM associations together.

Those are two challenging ambitions for just two short years, so I better get started.

As EuroFM is a network association, my first steps will concentrate on motivating members and tweaking meetings. The upcoming Members

Meeting in Madrid will be slightly different. A combined PNG/CANG meeting will take place where FM professionals will share their experiences on benchmarking. We will discuss its needs, requirements and benefits. Researchers and educators are invited to share their conclusions and recommendations. Any unanswered questions will be valuable input for new research topics. This could be the start of an interesting benchmarking project within EuroFM.

Furthermore, the next FM Associations Meeting is also scheduled. It will be there that the national FM associations (and IFMA chapters) will discuss more strategic matters: how to organize an association, how to attract new members, how to show your added value, how to have a shared voice within Europe, and how to improve facilities management in general and bring it to the next level. As a follow-up from the previous meeting, they will also discuss the methods to be employed in supporting their members with FM benchmarking.

Above all, I am really looking forward to working more closely with all the

enthusiastic members of EuroFM. Thanks, Karin, for all your hard work and dedication to EuroFM. You started some great initiatives, which I will finish with respect. It will be my pleasure to take over from you as chair of the Practice Network Group. For sure I will enjoy it as much as you did!

Practice Network Group

Karin Schaad



It was great to see so many of you at the EFMC in Milan where we had many very interesting presentations and side events. I hope you enjoyed those activities, as well as

the venue of MiCo, while meeting old friends and making new acquaintances.

The program of this year's EFMC was again so packed that there was hardly any time for the PNG to meet. We had a short update of what was going on in the different national associations and I am proud to say that progress is being made on several issues, not least of which is the rolling out of the Site Manager. Also, after having waited several years, thanks to Alex Redlein and his team at TU Vienna, we were able to present the long awaited Market Data Report during the morning session.

At the General Members Meeting on Thursday morning, the members voted for the constitution to be changed with respect to the Network Chair also being re-electable after their first term, making it possible for them to serve for four years instead of just two. This will certainly be an advantage for EuroFM as the Board will be more stable if there is more continuity.

I would have loved to have delved more into the tasks I had started and the others that were still only ideas. However, it is with mixed feelings that I officially hand over to my successor Renske Van der Heide. I am very pleased that, with Renske, the members have indeed elected a very motivated and active, new Practice Network Chair and I wish her a very good start and lots of success in her new position.

I hope she will find as many friends and as much support as I have experienced during my time as Chair and I wish to thank you all for your efforts in advancing the cohesiveness of the associations and EuroFM.

The next Members Meeting is just around the corner. It will take place in Madrid at the end of September, in conjunction with the Spanish CIFMers conference.

All Practice Network Group members are very welcome to give input about any FM-related topics they wish to put forward or discuss at the PNG meeting or offer research suggestions.

I am very much looking forward to hearing from you or to meeting you again in Madrid on September 28.

Hasta la vista

Research Network Group

Susanne Balslev Nielsen, Chair



My report is dedicated to the highlights of EFMC 2016 and the next steps for the RNG. The EFMC is a collective achievement that is highly valued as an important annual arena for sharing research results and networking with other researchers, educators and practitioners. Many thanks to everyone who contributed

to making EFMC 2016 another memorable success. A special thank you goes to Kathy Roper who participated in the scientific committee for the last time this year, as she retired from Georgia Tech in May this year. Thank you Kathy for all that you have done for EFMC and the IFMA/EFMC partnership over the years.

For those who missed EFMC this year I highly recommend downloading the book with conference papers from the EuroFM website. You will find a variety of interesting studies, such as one on how to document value creation in FM and another showing that office workers are on average more satisfied with open space offices than individual cubicles.

At the EFMC, we presented awards for “Young Researcher of the Year”, “Best Paper” and other student awards. It is nice to be able to give recognition to members of our network as is the practice in other

academic fields. I will not mention all the nominees or the winners but end my report with the following citation from the “Young Researcher of the Year” jury. “We can take pride in having these young researchers in our midst: it should give us confidence for the future of FM. All are enthusiastic to stay and work together with us in the near future. However, this also imposes new obligations on our network: we must make room for them in our universities and business practices allowing these fresh insights and connections between research, education, and practice to thrive. Let us share this responsibility.”

Link to the proceedings with all EFMC research papers

[http://orbit.dtu.dk/en/publications/research-papers-for-eurofms-15th-research-symposium-at-efmc2016\(295533b1-c1f3-4e59-b9c5-19eae5c39104\).html](http://orbit.dtu.dk/en/publications/research-papers-for-eurofms-15th-research-symposium-at-efmc2016(295533b1-c1f3-4e59-b9c5-19eae5c39104).html)